W-02113A-07-0551



ORIGINAL

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2008

72414

Date: 10/27/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

John M.

Hepburn

Account Name:

John M. Hepburn

Home: Work:

Street:

Fountain Hills

City:

CBR:

State:

ΑZ

Zip: 85268

is: Cellular

Utility Company.

Chaparral City Water Company

Division:

Water

Contact Name:

Robert Hanford

Contact Phone:

Nature of Complaint:

***** REFERRED FROM CHAIRMAN GLEASON'S OFFICE *****

*** W-02113A-07-0551 ***

Customer sent the following e-mail -

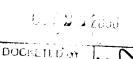
From: JOHN HEPBURN [mailto:

Sent: Tuesday, October 21, 2008 2:00 PM

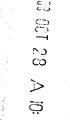
To: Gleason-WebEmail

Subject: Water being Wasted

Arizona Composition Commission LOCKETED







Mr. Gleason:

As you know, Chaparral Water wants to raise the rates it charges residents of Fountain Hills.

Are you aware that the company pours thousands of gallons of water down the streets and into the washes each month?

We live on a cul-du-sac and the company claims it needs to flush the lines periodically. They do so about once a week.

Attached are pictures of them letting the water go. It runs as pictured for about 10 minutes at a time.

They do this in numerous places around town. Cumulatively, it's got to be thousands of gallons monthly.

Though as the picture shows it's not being used, they recently installed, at no small cost I'm sure, a fire hydrant. When asked about it, they said it was not for the fire dept., but rather so they could let out more water more

410

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quickly.

It seems like there are two things they could or should do. One is to loop the water line around the cul-du-sac so it flows more or less continuously and thus does not need flushing. Or, flush the water into a tank truck so it could be used for irrigation or other purposes including selling it to a golf course or such.

I don't see how they can justify the waste of this resource and at the same time want a 30%+ price increase.

What do you think?

John M. Hepburn

Fountain Hills, AZ 85268-1405

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following e-mail -

Mr. Hepburn -

Thank you for your recent e-mail to Chairman Gleason. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments regarding the Chaparral City Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

I have also filed an Inquiry with Chaparral City Water Company regarding the pictures you sent showing water running down the street and I have asked the company to provide an explanation to this Commission and to you.

The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

ARIZONA CORPORATION COMMISSION UTILITY COMPLAINT FORM

Date Completed: 10/28/2008

Opinion No. 2008 - 72414

